



Round Lake Area Public Library
906 Hart Road
Round Lake, IL 60073
(847) 546-7060
www.rlalibrary.org

FAQs

- **What is the accessibility hour at the library?**
 - Accessibility Hour is when the library will be opening an hour before our normal operating hours on the 2nd Sunday of the month. We are opening an hour early in order to better serve people on the spectrum and/or with special needs in order to provide more accommodations that make them comfortable to come into the library.
- **When and how often does the accessibility hour take place?**
 - Accessibility Hour takes place on the 2nd Sunday of every month.
- **Who is the accessibility hour designed for?**
 - Accessibility Hour is designed for people with autism, on the spectrum or with special needs.
- **What accommodations are provided during the accessibility hour?**
 - The Tutor, Study, Meeting, and Activity Rooms will be available as quiet/retreat areas. We have accessibility kits at both the adult services and youth services desks for people to use while in the library. We will also be providing noise cancelling headphones and other fidgets.
- **How do I access the accessibility hour at the library?**
 - On the 2nd Sunday of the month at 10:00 am the library doors will be open to all. There is no special access needed.
- **Is the accessibility hour open to all individuals or only those with autism and special needs?**
 - While Accessibility Hour is open to all individuals it is geared towards those with autism and/or special needs.

- **Can I bring siblings or friends who don't have autism or special needs?**
 - Yes, everyone is welcome to attend.
- **What kind of sensory-friendly environment can I expect during the accessibility hour?**
 - We will have some of the lights turned off so the library is not as bright and help with sensitivity and we have sunglasses available for those that would like to wear them in the library as well.
- **Will there be any modifications to lighting, sound, or other environmental factors?**
 - While some lights will be turned off we also have sunglasses, noise cancelling headphones, and quiet spaces to utilize during accessibility hour.
- **Are there any quiet spaces or sensory retreat areas available?**
 - We will be providing access to our Tutor Room, Study Room, Meeting Room, and Activity Room for quiet/sensory retreat spaces.
- **Are library staff members trained to assist individuals with autism and special needs during the accessibility hour?**
 - We are currently working on training staff in order to better assist individuals during their visits to the library and not just during Accessibility Hour.
- **Will there be any special programs or activities during the accessibility hour?**
 - Currently we do not have programs or activities running during Accessibility Hour. Our goal in the future is to implement programming that will service the Accessibility Hour attendees.
- **How long does the accessibility hour typically last?**
 - While Accessibility Hour runs from 10:00-11:00 am on the 2nd Sunday of the month we encourage people who attend to stay as long as they would like and come back even when it is not Accessibility Hour.
- **Can I borrow specific materials or resources during the accessibility hour?**
 - During Accessibility Hours the accessibility kits will be out and available and when it is not Accessibility Hours then they will be housed at the Youth and Adult reference desks. All other materials will be in their normal location and available for use at any time.

- **Can I apply for a US passport during the accessibility hour?**
 - Yes, passport services will be available during accessibility hour.
- **Are there any restrictions or guidelines regarding behavior during the accessibility hour?**
 - While there are not any restrictions during accessibility hour we do have fidgets, comfort items, and quiet spaces to use for individuals that may need them.
- **Can I attend the accessibility hour if I'm not a library member?**
 - Yes, we welcome all people to come to the library.
- **Are there any additional resources or support available for families attending the accessibility hour?**
 - Yes, we will have resources available from organizations that offer services to people on the spectrum and/or with special needs.
- **How can I provide feedback or suggestions for improving the accessibility hour?**
 - During our Accessibility Hour we will have surveys out that people will be able to fill out in order for us to know what people want and how we can improve.
- **Can I request specific accommodations or notify the library in advance about my needs?**
 - Yes, you are able to contact the library to request accommodations or notify us of any special needs you require. We will work our hardest in accommodating those needs to the best of our abilities.
- **Is there a limit on the number of people who can attend the accessibility hour?**
 - There is not a limit on the number of people who can attend.